What is claimed is:

1.   A method for servicing a contact, comprising:

(a) receiving, in a contact center, a contact from a customer;

(b) directing the contact to a human agent associated with the contact center for servicing;

5   (c) tracking a service time required by the human agent to service the contact; and

(d) notifying the agent of the tracked service time.

2.   The method of claim 1, wherein the agent is notified of the tracked service time, when the service time at least one of equals and exceeds a selected first threshold.

3.   The method of claim 2, wherein the agent is notified that the selected first threshold has been at least one of equaled and exceeded.

4.   The method of claim 1, wherein the contact is one of a real-time and a non-real-time contact.

5.   The method of claim 2, wherein selected first threshold is associated with a customer service goal of the contact center.

6.   The method of claim 1, wherein the tracking step comprises:

starting a timer when the contact is directed to the human agent.

7.   The method of claim 1, wherein the tracking step comprises:

starting a timer when the contact is received by a communication device associated

with the human agent.

8.   The method of claim 1, wherein the contact is a real-time contact and wherein

the tracking step comprises:

starting a timer when the contact is answered by the human agent.

9.   The method of claim 1, wherein the contact is a non-real-time contact and

wherein the tracking step comprises:

starting a timer when the contact is displayed graphically on a computational

component associated with the agent.

10.   The method of claim 2, further comprising:

(e) when the service time at least one of equals and exceeds a selected second

threshold different from the selected first threshold, notifying the agent and the agent's

supervisor that the selected second threshold has been at least one of equaled and exceeded.

11.   The method of claim 1, wherein the notifying step is performed in at least one

of the following ways:

(i) graphically displaying a message on a computational component associated with

the agent;

5   (ii) playing a zip tone in the agent's communication device;

           (iii) providing an audible voice warning on the agent's communication device; and

           (iv) illuminating a warning light visible to the agent.

           12.   A computer readable medium comprising executable instructions to perform

the steps of claim 1.

           13.   A logic circuit operable to perform the steps of claim 1.

14.   A contact center for servicing a contact, comprising:

a contact monitor operable (a) to track a service time required, by a human agent associated with the contact center, to service a customer contact and (b) notify the agent of the tracked service time.

15.   The contact center of claim 14, wherein the contact monitor notifies the agent when the service time at least one of equals and exceeds a selected first threshold.

16.   The contact center of claim 15, wherein the agent is notified that the selected first threshold has been at least one of equaled and exceeded.

17.   The contact center of claim 14, wherein the contact is one of a real-time and a non-real-time contact.

18.   The contact center of claim 15, wherein selected first threshold is associated with a customer service goal of the contact center.

19.   The contact center of claim 14, wherein the contact monitor starts a timer when the contact is directed to the human agent.

20.   The contact center of claim 14, wherein the contact monitor starts a timer when the contact is received by a communication device associated with the human agent.

21. The contact center of claim 14, wherein the contact is a real-time contact and wherein the contact monitor starts a timer when the contact is answered by the human agent.

22. The contact center of claim 14, wherein the contact is a non-real-time contact and wherein the contact monitor starts a timer when the contact is displayed graphically on a computational component associated with the agent.

23. The contact center of claim 15, wherein the contact monitor is further operable (c), when the service time at least one of equals and exceeds a selected second threshold different from the selected first threshold, to notify the agent and the agent's supervisor that the selected second threshold has been at least one of equaled and exceeded.

24. The contact center of claim 14, wherein the contact monitor notifies the agent in at least one of the following ways:

(i) graphically displaying a message on a computational component associated with the agent;

5   (ii) playing a zip tone in the agent's communication device;

(iii) providing an audible voice warning on the agent's communication device; and

(iv) illuminating a warning light visible to the agent.

25.   The contact center of claim 14, further comprising:

an input operable to receive the contact; and

a selection function operable to direct the contact to the agent for servicing.